

## **ZOO MANAGER**

**PURPOSE:** Direct and manage all operations and activities of the Lake Superior Zoo.

**FUNCTIONAL AREAS:** Under supervision of the Director of Parks and Recreation

1. Plan, direct, evaluate, and coordinate Zoo operations.

- \* A. Provide leadership and vision relating to the development and implementation of long -and short-range goals for programs, acquisitions and exhibits.
- \* B. Prepare an annual budget and oversee expenditures.
- \* C. Coordinate the acquisition, breeding, and sale of animals in accordance with the overall animal collection goals.
- \* D. Direct the planning and design of new exhibits or renovation of existing exhibits.
- \* E. Coordinate the planning, bidding, and construction of capital projects.
- \* F. Develop and implement policies and procedures related to the animal collection.
- \* G. Direct maintenance work based on general inspection of grounds and/or consultation with zoo staff; and supervise the maintenance of Zoo facilities.
- \* H. Maintain inventories and identify zoological specimens.
- \* I. Ensure that the Zoo is in compliance with all local, state, federal, and international laws relevant to the operation of a zoological garden.
- \* J. Collaborate with the Zoological Society to develop marketing and sales strategies which achieve the desired growth in revenues and meet established goals.
- \* K. Cooperate with the Zoological Society Board of Directors, and others, in order to effectively manage and develop zoo operations.
- \* N. Direct efforts to maintain zoo accreditations.

2. Supervise Zoo staff and contract employees.

- \* A. Prioritize, schedule, and assign work to zoo personnel.
- \* B. Effectively recommend the hire, transfer, suspension, or discharge of subordinate personnel.
- \* C. Establish work standards and conduct employee evaluations.
- \* D. Train personnel in proper work methods and procedures.
- \* E. Effectively recommend adjustments or other actions in employee grievances.
- \* F. Delegate authority and responsibilities to others as needed.
- \* G. Disseminate instructions and information to employees through oral and written communications.

3. Supervise the care and handling of animals.

- \* A. Determine methods of handling animals, dietary needs, housing of animals, sanitation practices and general animal care.
- B. Determine veterinarian needs as required for animal care.

- \* B. Serve as resource person to zookeepers concerning animal care.
- \* C. Observe general health and behavior of animals, review health reports and medical treatments, and consult with veterinary staff as necessary.
- D. Assist in the treatment of ill or injured animals.
- E. Assist with the shipping of specimens.
- F. Assist with the handling of vicious or poisonous animals.

4. Participate in public relations activities.

- \* A. Assist the Zoological Society with planning and coordination of promotions and special events at the Zoo.
- B. Assist the Zoological Society in fund raising activities.
- C. Conduct tours through Zoo exhibits.
- \* D. Answer questions and resolve complaints from the public.
- \* E. Correspond with other facilities to discuss and exchange information.
- F. Represent the Zoo at conferences and other public gatherings.
- G. Assist in the preparation of informational literature, bulletins, guide books, and other publications.
- H. Collaborate with City communications staff to develop and disseminate public information through all forms of media, including newspaper, radio and television.

## JOB REQUIREMENTS

### Education & Experience Requirements

- \*\* A four-year degree in zoology, animal husbandry, biology, business administration or a related field plus four (4) years of verifiable experience in zoology, zookeeping or a related field, including two (2) years of supervisory level experience; or an acceptable combination of verifiable education and/or experience totaling six (6) years, including two (2) years of supervisory level experience, which demonstrates possession of the knowledge, skills, and abilities listed below.

### Knowledge Requirements

- \*\* A. Thorough knowledge of animal husbandry and wildlife management principles and practices.
- \*\* B. Thorough knowledge of modern zoology management principles and practices associated with the development and maintenance of animal collections and exhibits.
- \*\* C. Thorough knowledge of all applicable federal and state wildlife laws and regulations.
- \*\* D. Knowledge of the habits and dietary needs of a variety of animals represented in zoological collections.

- E. Knowledge of basic veterinary medicine practices as applied to exotic animals.
- \*\* F. Knowledge of sanitary, humane, and safe procedures for keeping and displaying animals.
- \*\* G. Knowledge of management principles and practices associated with budgeting, employee supervision, program planning, and personnel administration.

### Skill Requirements

- \*\* A. Skill in training and supervising employees in the care, maintenance, exhibition, and reproduction of animals.
- \*\* B. Skill in written communication sufficient to prepare clear and concise reports and other written documents.
- \*\* C. Skill in oral communication sufficient to effectively present ideas and recommendations and to provide zoo tours.

### Ability Requirements

- \*\* A. Ability to plan and develop effective and interesting exhibits of animals and birds.
- \*\* B. Ability to plan, coordinate, and direct the work activities of zoo staff.
- \*\* C. Ability to plan, develop, implement, and evaluate zoo activities and programs.
- \*\* D. Ability to comprehend and interpret applicable laws, rules, regulations, and policies.
- \*\* E. Ability to establish and maintain effective working relationships with supervisors, staff, City and Zoological Society officials, and the general public.
- \*\* F. Ability to examine animals or exhibits by stooping, squatting, crawling, crouching, kneeling and/or climbing to heights up to 15 feet.
- \*\* G. Ability to lift and carry animals weight up to 50 pounds.
- \*\* H. Ability to transport oneself around zoo grounds.
- \*\* I. Ability to attend work on a regular basis.
- \* Essential functions of the job.
- \*\* Job requirements necessary on the first day of employment.

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